NATIONAL NETWORK OF LIBRARIES OF MEDICINE

PACIFIC SOUTHWEST REGION (REGION 7)

Pacific Southwest Regional Medical Library (PSRML)

Quarterly Progress Report

February 2003 – April 2003

University of California, Los Angeles
Contract No. N01-LM-1-3517

Date Submitted: October 14, 2003

TABLE OF CONTENTS

> Access to Health Information for Arizona's Tribal Nations, AHSL, University of Arizona, Tucson, AZ
>
> Bay Area Health Information, Health Sciences Library, California Pacific Medical Center, San Francisco, CA
>
> Health Literacy and Information and Referral Resource Awareness, Marshall Medical Community Health Library, Placerville, CA

A. NETWORK PROGRAMS

1. Providing health professionals with a basic level of information services

- Julie Kwan demonstrated NLM resources and services at the Kaiser Bellflower open house for hospital staff, on March 14, 2003. The open house also included representatives from information system vendors and Permanente Knowledge Connection.

- Loansome Doc service is offered by 205 libraries in the Pacific Southwest Region.

2. Assessing the needs of health science libraries

- Julie Kwan and Heidi Sandstrom attended the Annual Meeting of the Hawaii-Pacific Chapter of the Medical Library Association in Honolulu on March 21, 2003. The speakers at this meeting were Carla Funk, Executive Director of the Medical Library Association, and Carol Jenkins, Past President of the Medical Library Association. This meeting offered an opportunity to learn about local conditions and issues and to strengthen relationships with these network members. Two PSRML workshops were offered in conjunction with this meeting (see **Section B. 3 Outreach Programs**).

- Following the HPCMLA Annual Meeting, Julie Kwan and Heidi Sandstrom visited several health sciences libraries in the area.

- At the Department of Veterans Affairs, they visited Dr. Richard Frankel, Associate Chief of Staff for Education. Dr. Frankel recently assumed responsibility for the library, which currently is staffed with a part-time volunteer. VA staff and trainees are eligible to use resources onsite at other local libraries but are not eligible for electronic access. Dr. Frankel has several VA clinics under his jurisdiction serving veterans in the Pacific islands, including Hawaii Island, Maui, Kauai, Guam, and a possible future installation in American Samoa. This network might be a candidate for NLM grants.

- At the Hawaii State Hospital, they visited with the librarian, Lisa Matsumoto. Current issues for this library include web site development and library automation.

- At the University of Hawaii at Manoa, Julie Kwan visited with Paul Wermager, Head of Public Services, Science and Technology, Hamilton Library, and his assistant Jessica Hashimoto and provided assistance with LinkOut for Libraries.

- Julie Kwan also visited the San Diego Naval Hospital Library; this library serves the largest military hospital in the world.

- Throughout this quarter we responded to many types of inquiries from network members; these included many questions about EFTS, LinkOut procedures, questions about Old MEDLINE citations and DOCLINE, SERHOLD to OCLC data migration, adding non-lendable holdings to SERHOLD, resource libraries charging more than the maximum cost, how to deal with libraries that are delinquent in paying ILL bills, and how to publicize LinkOut (LO help screens are written for the librarian not the library user).

- The following videotapes and audiotapes circulated to network members during the quarter:

  Videotapes/CD-ROMs/DVDs:

  MLA: *Sync or Swim: Managing the Flood of PDAs in Health Care* -- 5
  Libraries, Copyright and the Internet - 1

  Audiocassettes:
  Medical Library Association 2002 Annual Meeting and Exhibit –8

3. Managing the NN/LM Network membership program for the region

- According to DOCUSER, Region 7 has a total of 644 network members: 237 affiliate and 407 full members. Three Affiliate members joined the Pacific Southwest Region: Pinal County Library District, Vision Literacy of Santa Clara County Library, and Pacific Resources for Education and Learning. Two Full member libraries joined the Pacific Southwest Region: Santa Barbara Graduate Institute and Cushman Wellness Center at Sharp Memorial Hospital.

- PSRML filled **78** requests from network members for NLM promotional items. Over the course of the quarter, PSRML filled and mailed a total of **9,838** items NLM and NN/LM promotional items including: Guides to NIH HIV/AIDS Information Services; Health Hotlines Booklets, MEDLINEplus Bookmarks, MEDLINEplus and NLM Pens, MEDLINEplus Posters and PSRML mouse pads.

4. Implementing the Regional Document Delivery Plan

- We were delighted to learn that the 10 millionth DOCLINE request under web-based DOCLINE was a Loansome Doc request that was filled by one of our network members, Sharp Memorial Hospital Medical Library. The request was filled within two hours of receipt.

- DOCLINE statistics for the Pacific Southwest Region are:

- 379 SERHOLD contributors, two of which are the new Full members and are working on entering their holdings
- There are no pending DOCLINE applications.
- Two libraries, Santa Barbara Graduate Institute and Cushman Wellness Center at Sharp Memorial Hospital, joined the Network and are participating in DOCLINE this quarter.
- 407 DOCLINE libraries; 28 of these are Borrow-only libraries.
- 92 DOCLINE routing table approvals were completed at PSRML during the quarter.
- 4 DOCLINE orientations were performed via telephone during the quarter, which took a total of 4 hours.
- Twenty-eight library groups, including those that are cross-regional, are recognized in the DOCLINE system.
- Twenty-eight requests for DOCLINE holds were received and processed during the quarter.
- Two libraries were added to the FreeShare Library Group in DOCLINE during the quarter and one removed, for a total of 91 FreeShare library group members in this Region.

- The following chart shows DOCLINE participation in the Pacific Southwest Region:

Location	SERHOLD Contributors	Borrow-Only DOCLINE	Total DOCLINE Participants
Arizona	42	7	49
California	305	18	323
Hawaii	15	1	16
Nevada	12	2	14
Pacific Basin	5	0	5
Regional Total	379	28	407

- Julie Kwan continued meeting with groups of network members to promote EFTS in the region. These meetings included two MLA chapters, the HPCMLA mentioned above on March 21, 2003, and the Medical Library Group of Southern California and Arizona on March 28, 2003. She also met with two local consortia to explain and promote EFTS; these were the Inland Empire Medical Library Consortia meeting on February 6, 2003, at Patton State Hospital (Patton, California) and on April 24, 2003, with the San Fernando Valley medical library consortium at St. Joseph's Hospital (Burbank, California). Further activities are planned for the Central Arizona Biomedical Libraries later in the fall. Julie also wrote an article about EFTS for the *MLGSCA Newsletter*. We regularly announce new EFTS participants from Region 7 on our electronic announcement list.

- We polled our network members for suggestions for the EFTS Advisory Committee and submitted our suggestions to EFTS staff on February 28, 2003. Recommended representatives from the Pacific Southwest Region to the EFTS Advisory Committee are:

- Resource Library
  Christine (Chris) Dechoretz
  Carlson Health Sciences Library
  University of California, Davis
  cadechoretz@ucdavis.edu

- Primary Access Library
  Ellen Aaronson
  Medical Library
  West Hills Hospital and Medical Center
  bradhill@charter.net

- RML Representative
  Julie Kwan
  Pacific Southwest Regional Medical Library
  jkkwan@library.ucla.edu

- Along with Penny Glassman of the New England Region, Michael Miller worked on the web survey form for the NN/LM ILL Cost Survey. Julie Kwan, Andrea Lynch, and Elaine Graham analyzed the data from the ILL Cost Study which was distributed via the web to network libraries from March 25 – April 9, 2003. Andrea Lynch and Julie Kwan compiled the data for presentation at the RML Directors Meeting to be held May 2, 2003.

- We tested DOCLINE 1.5 and assisted network members when it was released.

5. Meeting responsibilities of Resource Libraries and the RML

- Resource libraries were polled regarding their views on the ILL/ISO Protocol and whether or not NLM should continue implementing the protocol in DOCLINE. The Resource Library responses were strongly and emphatically in favor of continuing with the implementation of the protocol, particularly the responses from the UC and Stanford libraries.

- Elaine Graham attended the RML Directors Meeting, New York, February 6-7, 2003, and coordinated the agenda for the Directors/Associate Directors Breakout Discussion to be held at the RML Directors Meeting, May 2, 2003.

6. Establishing and maintaining communications

- One issue of *Latitudes* was published: March-April 2003. Key articles focused on LinkOut, electronic document delivery, EFTS, the HIV/AIDS Information Summit, a migrant worker conference, and the RML Directors meeting in February 2003. The web statistics for the *Latitudes* index page for the quarter was 1134 hits.

- During the quarter, 42 postings were sent to RMLRG7-L, PSRML's email announcement list. Updates to RMLRG7-L were as follows:
  - 17 additions to the list
  - 15 deletions from the list

- PSRML staff participated in monthly NN/LM teleconferences on outreach training and exhibits, consumer health outreach, and DOCLINE, as well as the general monthly RML teleconferences.

- Heidi Sandstrom continued to participate in the teleconferences of the Arizona Turning Point Project/Public Health Information Centers training subcommittee.

- She also attended the March 14 teleconference of the Multilingual Materials Working Group. Results of the PSRML Pilot Digitization Project were shared with the latter group. The final report and supporting documentation for the PSRML Pilot Digitization Project is in **Appendix A**. Note that MEDLINEplus subject headings are referenced in the metadata scheme. Mock-up web pages were developed and placed on the NN/LN development site.

- Kay Deeney, a member of the Technical Advisory Committee (TAC) of the NOMC, attended the NOMC teleconferences during the quarter.

- PSRML staff attended the Tribal Connections teleconferences held during the quarter and completed and submitted the questionnaire for the Tribal Connections Four Corners evaluation project.

- Saroj Bahatia, 2003 MLA Cunningham Fellow, visited on March 5, 2003, to learn about the programs and services of the PSRML. She will be submitting an article for the issue of *Latitudes,* September/October 2003. (12:5).

- PSRML web usage summary statistics are:

Month	Visits	Page Views
February 2003	5,089	31,341
March 2003	7,267	38,678
April 2003	8,046	38,774

- The months of February 2003 – April 2003 saw a slight decrease in visits and page views compared to last quarter. See detailed statistics[1].

- In February the Partners in Information Access for Health Professionals Web Redesign Committee reviewed usability study results. Michael Miller and Greg Bodin implemented necessary design changes in early March for a full report to the Partners organization in mid-March. The web site[2] went live at the end of March 2003. April was spent fixing any problems that came up after the web site's debut.

- The NLM Centric Monitoring Project workstation was configured and brought up in early April.

---

[1] https://staff.nnlm.gov/usage/psr/
[2] Http://phpartners.org

- New web-based resources developed during the quarter include:

  - *PubMed Basics*[3] and *MEDLINEplus Basics*[4] trifold brochures, updated by PSRML staff.
  - With translator assistance, we created a new trifold for MEDLINEplus en español, entitled "Lo esencial de MEDLINEplus[5]" Feedback on the trifolds via MEDLIB-L has been very positive.

A *Train-the-Trainer Workshop on Health Resources*[6] page was mounted in February. Several Network members interested in training resources have been directed to this page.

- The PSRML librarians attended the Medical Library Group of Southern California and Arizona (MLGSCA) Spring program on March 28, 2003.

7. Consulting with the Regional Advisory Committee – N/A

8. Monitoring and evaluating programs

- Pre and post tests were included in instructional sessions.

- Feedback from the contributors to BioSites indicates that this resource has likely outlived its usefulness; we are considering discontinuing the site. This also applies to the Brandon-Hill page that PSRML has been maintaining. The Brandon-Hill lists are now under the auspices of the Mount Sinai School of Medicine, Levy Library, which has been the home base of the compilers of the lists.

9. Obtaining feedback from users and recommending ways of improving information access

- At the request of Carolyn Tilley, NLM, PSRML requested feedback from regional network members on the desirability of a UMLS course on the West Coast; the response was extremely positive, and we look forward to having the course scheduled.

- Feedback was requested from the Resource Library Directors on the future implementation of the ISO/ILL protocol in DOCLINE; comments were compiled and forwarded to NLM.

- Julie Kwan forwarded a suggestion to Karen Hajarian on including the MEDLINEplus trifold brochures in the promotional materials for the ACP information prescription project.

10. Providing a computer-equipped training facility

- The Computer Training Lab continued to be used for online training classes offered by the National Training Center and Clearinghouse (PubMed, Gateway/ClinicalTrials and Toxnet classes); the UCLA David Geffen School of Medicine, Dean's Office; UCLA David Geffen School of Medicine, Pharmacology Department; UCLA Biomedical Library staff, and PSRML staff.

---

[3] http://nnlm.gov/nnlm/online/pubmed/pmtri.pdf
[4] http://nnlm.gov/nnlm/online/mplus/mptri_eng..pdf
[5] http://nnlm.gov/nnlm/online/mplus/mptri_esp.pdf
[6] http://nnlm.gov/psr/training/tt.html.

11. Conducting or participating in needs assessments and testing of NLM and NN/LM products and services

- PSRML tested and submitted feedback in April on the alpha version of the NOMC mapping application.

- PSRML completed the "OARF"[7] forms by the requested deadline (March 10, 2003). Feedback was emailed to Amy Hatfield regarding improvements needed to the interface for more efficiency and improved ergonomics.

12. Promoting NLM-sponsored grants

- Julie Kwan met with staff at Pacific Resources for Education and Learning in Honolulu on March 25, 2003, to share program goals and objectives and to discuss NLM funding opportunities. In April, she had a follow-on conversation with Tom Barlow, Franda Liu, and Karen Ehrhorn about their application for NLM's Community Outreach Partnership Planning Awards.

- Heidi Sandstrom visited and consulted with the staff of the Venice Family Clinic in December on its application for a National Library of Medicine Information System Grant. Elaine Graham wrote a letter of support for the Clinic in January 2003.

- Four Access to Electronic Health Information (AEHI) project contracts were signed during the quarter; the period of performance started on March 1, 2003.

Projects funded are:
- *Central Valley Access to Electronic Health Information Project*
  Project Director: Patrick Newell

- *Facilitating School Nurses' Access to Electronic Data*
  Project Directors: Marilyn Hall and Renee McLeod

- *Hawaii Health Portal*
  Project Director: John Breinich

- *Partnership: Good Samaritan Regional Medical Center and the Body Positive Foundation of Phoenix*
  Project Director: Sally A. Harvey

- Announcements about the AEHI projects were made on the Regional listserv and posted in the "News" section of the PSRML homepage. The contract awardees are listed on the PSRML Projects[8] page.

---

[7] http://nnlm.gov/evaluation/datacollection/ActivityInfo.pdf
[8] http://nnlm.gov/psr/projects/

- Express Outreach Awards were approved for the Judith Tuttle Memorial Research Library, Periodic Paralysis Association; and Vision Literacy service of the Santa Clara County Library/City of Mountain View Public Library. Subcontracts were sent for signature to these organizations.

- PSRML Professional Development Awards were given to Michael Kronenfeld, Learning Resource Center, Arizona School of Health Sciences, Phoenix, AZ, in support of travel associated with the David A. Kronick Traveling Fellowship; and to Barbara Bibel, Oakland Public Library, Oakland, CA, in support of attendance at an MLA Continuing Education Course: Adventures in Public Health.

- In response to NLM's request in April, we promoted the Community Outreach Partnership Planning Award RFP to select Network members in the region.

13. Following up on NLM funded grants in the region

- Outreach Subcontracts: An overview of project accomplishments appears here, and complete quarterly reports from subcontractors are included in **Appendix E.** The following also summarizes the subcontractor activities completed as part of the RML contract.

    - **Access to Health Information for Arizona's Tribal Nations** – Activity for the second quarter of the project (October 1-December 31, 2002) continued to focus on Arizona Health Sciences Library identifying and contacting key players among the tribes in Arizona, and on the University of Arizona campus. Two training sessions were scheduled for the quarter, one on November 19th and one on November 26th (no one attended the latter). An assessment of the status and budgetary requirements of the project was conducted; a modified budget was not submitted with the second quarter as planned, because significant interaction with tribal health leaders of the Inter-Tribal Council of Arizona has not yet taken place.

Total Training/Demonstrations:	**3**
Total sessions of participants were 50% ≥ minorities:	**3**
Total Participants:	**13**
Health Care Service Provider	**13**
Health Sciences library staff Member	**NA**
Public /other library staff member	**NA**
General public	**NA**

- **Salt River Pima-Maricopa Indian Community Health Information – Scottsdale Healthcare**
  Subcontractor Mary Lou Goldstein asked if her subcontract could be rolled over into the new PSRML contract year, with a performance period of June 1, 2003, to May 31, 2004. Her request was approved.

Total Training/Demonstrations:	NA

- **Petaluma Health Information Access – Redwood Health Library**
  On 02/19/03 the library received a thirty-day notice to vacate the building where it had been located for the previous eight years. As a result, subcontractor Eris Weaver needed to put this project on hold and requested a four-month extension of the completion date, to September 30, 2003. The request for extension was approved.

Total Training/Demonstrations:	NA

- **Bay Area Health Information Outreach – California Pacific Medical Center**
  Outreach presentations of MEDLINEplus and other health information resources continued with sessions at the San Francisco Public Library on February 26, 2003, and at the Solano College (Suisun City, CA) main library on March 27, 2003. Both sessions were well attended, and participants at Solano College included community college librarians as well as public librarians. Both sessions included hands-on practice time.

Total Training/Demonstrations:	2
Total sessions of participants were 50% ≥ minorities:	NA
Total Participants:	9
Health Care Service Provider	NA
Health Sciences library staff Member	NA
Public /other library staff member	NA
General public	NA

- **San Fernando Health Information Outreach – Olive View/UCLA Medical Center**
  Subcontractor Marsha Kmec conducted an additional MEDLINEplus presentation at the Wellness Community in Pasadena, CA. This clientele consisted primarily of cancer patients, who were very interested in the session content, and continued asking Ms. Kmec for information for several weeks following the event.

Total Training/Demonstrations:	1
Total sessions of participants were 50% ≥ minorities:	NA
Total Participants:	5
Health Care Service Provider	NA
Health Sciences library staff Member	NA
Public /other library staff member	NA
General public	NA

- **Outreach to Consumers in Contra Costa County – Degnan Medical Library**
  Subcontractor Sally Chu conducted several training sessions during this quarter. Participants included Contra Costa County library staff, adult school students, church members, and other members of the general public. The sessions focused on MEDLINEplus, but Ms. Chu also taught PubMed and other NLM databases to the public library staff. All sessions included hands-on practice time.

Total Training/Demonstrations:	11
Total sessions of participants were 50% ≥ minorities:	1
Total Participants:	126
Health Care Service Provider	13
Health Sciences library staff Member	0
Public /other library staff member	53
General public	60

- **Health Literacy and Information and Referral Resource Awareness – Marshall Medical Community Health Library**
  During this quarter, the library continued the physical transition to its new facility, as well as the installation of new computer equipment. Several formal classes were given, as well as numerous individual training sessions. Users received hands-on practice with MEDLINEplus, PubMed, and other health information resources. Ms. Richards' outreach efforts also helped with recruitment of volunteers to work at the Community Health Library.

Total Training/Demonstrations:	3
Total sessions of participants were 50% ≥ minorities:	NA
Total Participants:	33
Health Care Service Provider	NA
Health Sciences library staff Member	NA
Public /other library staff member	NA
General public	NA

- **Assessing Potential of Handheld Computing Applications in Public Health – Savitt Medical Library, University of Nevada**
  Subcontractor Terry Henner completed analysis of the baseline survey of public health workers regarding PDA usage. He also identified personnel to participate in the pilot project, and selected a PDA platform for the project. PDAs were then purchased and distributed to Washoe and Clark County Health District Offices. Mr. Henner also began consideration of PDA software to use for the project.

Total Training/Demonstrations:	NA

B. OUTREACH PROGRAMS

- The following summarizes the outreach activities completed as part of the RML contract.

Total Training/Demonstrations:	**9**
Total sessions of participants were 50% ≥ minorities:	**0**
Total Participants:	**233**
Health Care Service Provider	**135**
Health Sciences library staff Member	**72**
Public /other library staff member	**12**
General public	**0**

1. Outreach to Health Professionals

- Alan Carr presented a two-hour Internet resources training session to 14 members of the Violence Prevention Coalition of Greater Los Angeles on February 25, 2003.

- The workshop, *Online Resources for Public Health Nurses[9]*, was presented by Kay Deeney and Heidi Sandstrom at the HCA Nursing Education Advisory Council Meeting in Orange, CA on March 4, 2003.

- Alan Carr was the moderator for the HIV/AIDS Information Summit, held at UCLA on March 19, 2003. The Summit was co-sponsored by the California AIDS Clearinghouse, which was responsible for the logo design, gift mugs, and banner. Approximately one hundred twenty people attended the Summit. Most of the delegates were representatives from community-based organizations and municipal public health departments. The plenary session featured two keynote speakers, Gail Wyatt and Larry Peiperl, as well as six additional panelists, who addressed specific aspects of HIV/AIDS information dissemination. The participants then broke up into four breakout discussion groups, for brainstorming, synthesizing, and networking. Each group examined a topic which represented a challenge in accessing and disseminating HIV/AIDS information. By the end of the day, each group had developed recommendations for future actions to deal with these challenges. An online evaluation survey was sent to all participants following the Summit. Feedback from attendees was extremely positive. A number of them plan to implement some of the final recommendations into their daily work flow, and quite a few participants said they would like to attend similar events in the future. Resources from the Summit were added to the HIV/AIDS Information Summit website[10] [11]. The full report is in **Appendix D.**

- PSRML participated in the ACP Foundation's Prescription Project while exhibiting at the NLM booth during the American College of Physicians exhibit in San Diego in April. Attendees were very responsive to this project; over 100 physicians were signed up during the exhibit.

---

[9] http://nnlm.gov/psr/pres/phn_resources.html
[10] http://nnlm.gov/psr/aids_summit.html
[11] http://nnlm.gov/psr/pdf/hiv.pdf

- In April, Kay Deeney contacted the president of the local Black Women Physicians Association about training. They are considering a PubMed class for their fall meeting.

2. Consumer Health Information Services

- In April, MEDLINEplus began listing those libraries that authorized NLM to list them via their DOCUSER records.

- Kay and Heidi visited UCLA's new Neuropsychiatric Institute Family Resource Center during the quarter, and distributed MEDLINEplus bookmarks for promotional use.

- Kay, Heidi, and Andrea worked on an MLA paper on the Medical Digital Reference Project called "Shooting the Curl: Enhancing Real Time Reference with Health Information Experts."

- Kay Deeney submitted an article about the Medical Digital Reference Project (MDRP) to the Florida Health Sciences Library Association's newsletter, the ALERT. See the Winter/Spring Issue.[12]

- Kay Deeney continued to oversee the Medical Digital Reference Project in the Region; and arranged for participants to receive QRC training on March 7, 2003. Susan Barb of 24/7 Reference conducted a virtual training session for ten librarians. They learned how to answer email questions that are referred by library staff users of the 24/7 software. The librarians doing digital reference are able to forward health and medical calls to a QRC area where medical librarians can pick them up as emails. They can answer questions by responding to the requester via email. MDRP answered thirteen questions via QRC this quarter.

- During the quarter, Heidi Sandstrom provided digital reference for 2 hours/week via the Regional Medical Digital Reference Project.

- Elaine Graham attended monthly meetings of the NexCare Collaborative Advisory Board. She also attended a meeting with Elliot Siegel, NLM, and representatives of the NexCare Collaborative to discuss the concept of MEDLINEplus Go Local and answer questions about the potential involvement of NexCare as a local data participant. Heidi Sandstrom attended the NexCare Advisory Board Meeting on April 29 to provide feedback on NexCare's marketing campaign.

- On March 7, Heidi Sandstrom spoke with Joyce Backus and referred her to three Regional organizations that are potential Go Local sites.

3. Training to Support Electronic Access to Health Information

- Julie Kwan and Heidi Sandstrom presented two workshops in conjunction with the Hawaii-Pacific Chapter of the Medical Library Association Annual Meeting on March 21, 2003 in Honolulu: "NLM Systems Update" and "Grants and How to Apply for NN/LM Funding Opportunities." The NLM Systems Update included an overview of EFTS.

---

[12] http://www.library.health.ufl.edu/fhsla/newsletters/WinSpr0203.pdf

- Heidi Sandstrom worked with April Cunningham, UCLA Department of Information Studies intern, to present workshops in Santa Monica, CA to (1) members of the Westside Spanish Speaking Coalition and (2) staff of the Santa Monica Public Library, Fairview Branch on April 23, 2003. April is interning at PSRML during the Winter Quarter; she did a site visit in January and attended a planning meeting in February at Santa Monica Public Library, Fairview Branch. She also attended a Westside Spanish Speaking Coalition meeting in March. Materials she produced during the quarter can be found in **Appendix B.**

4. Exhibits and Presentations at Meetings

- PSRML provided the retrospective exhibit cost data requested by NNO.

- Kay Deeney, along with Toni Yancey and Siobhan Blackwell, completed the NLM Exhibit Manual.

- PSRML exhibited at the following exhibits. Full reports and budgets are in **Appendix C**:

  - Los Angeles Marathon Los Angeles Marathon XVIII Quality of Life Expo, in Los Angeles, CA on February 27- March 1, 2003
    Exhibit volunteers: Liz Gnerre, Athalie Irvine Clarke Library, House Ear Institute , Los Angeles; Judy Kraemer, Norris Medical Library, University of Southern California; April Cunningham, UCLA Department of Information Studies graduate student; and Shirley Tanaka, Parlow Library, Harbor UCLA Medical Center, Torrance, CA.

  - American College of Physicians Annual Meeting, in San Diego, CA, April 2-5, 2003
    Exhibit volunteers: Marilyn Hall, San Diego State University Library; Jenny Reiswig,
    UC   San Diego Biomedical Library

  - Community-Campus Partnerships for Health, Community-Campus Partnerships for Health 7th Annual Conference "Taking Partnerships to a New Level: Achieving Outcomes, Sustaining Change" in San Diego, CA, on April 26-29, 2003.
    Exhibit volunteers: Marilyn Hall, San Diego State University Library

- In February, network member Rebecca Davis from UC Davis exhibited at the Black Exposition in Sacramento highlighting MEDLINEplus. She used the PSRML table-top exhibit display, which has interchangeable graphics.

- In March, Clair Kuykendall from UCSF (and a former PSRML staff member) led the exhibit team for a Continuing Education program for the Annual Review in Family Medicine in San Francisco.

- On February 6, 2003 Heidi Sandstrom attended a meeting of ten individuals who work in Family Resource Centers in Northern California. She gave an informal presentation and distributed materials on the NN/LM and NLM consumer health resources. On Feb 7, 2003

Heidi met with Rebecca Davis in Sacramento to tour the site where the symposium on health literacy, planned for January 2004, may be held.

- Alan Carr and Kay Deeney submitted an abstract, on the HIV/AIDS Information Summit, for presentation at the NACCHO meeting in Phoenix, AZ, September 9-12, 2003.

- In April, Kay Deeney worked with Heather Moulton, Chair of the GSA Task Force on Organizational Technology and Computers to submit a proposal for a class on Effective Internet Searching at the Gerontological Society of America Annual Meeting in November.

5. Technology Awareness and Integration

- PSRML forwarded suggestions during the quarter of potential interviewees for the NLM/Internet 2 Study.

- PSRML forwarded suggestions for members of the NN/LM Information Technology Task Force.

- Michael Miller completed set-up of the NLM Internet Performance Monitoring System during the quarter.

- PSRML hosted the March 12, 2003, MLA satellite broadcast, Get HIP to HIPAA, and sponsored the following **Six (6)** Network Member sites:

  - **Coordinator: Rebecca Birr, Director, Health Sciences Library**
    Maricopa Integrated Health System
    Health Sciences Library
    2601 East Roosevelt Street
    Phoenix, AZ 85008

  - **Coordinator: Debi Quilty, Director, Physician Education/**
    Kaiser Permanente Medical Center
    Baldwin Park Medical Center,
    1011 Baldwin Park Blvd.
    Baldwin Park, CA 91706

  - **Coordinator: Laura Brown, M.L.S, Associate Director**
    Loma Linda University Medical Center
    Jesse Medical Library & Information Center
    11234 Anderson Street
    Loma Linda, CA 92354

  - **Coordinator: Tina Okamoto, Librarian**
    HPCMLA-Hawaii Medical Library
    Kuakini Medical Center
    1221 Punchbowl Street
    Honolulu, HI 96813

  - **Coordinator: Mari Stoddard, Librarian**
    University of Arizona, Health Sciences Library

1501 North Campbell Avenue
Tucson, AZ 85724

▪ **Coordinator: Terry Henner**
University of Nevada, Savitt Medical Library
School of Medicine
Savitt Medical Library/306
Reno, NV 89557-0046

6. Connections

- The Community Care HIV/AIDS program was able to purchase a microcomputer for their
  drop-in center through the Internet Connectivity Support Program. The computer will allow
the visitors who are usually HIV positive to access information resources on drugs, AIDS,
  and HIV as well as community resources.

7. Library Improvement – N/A

C. OTHER ACTIVITIES

- Julie Kwan completed the online course, Research with Human Subjects and received a
  certificate of completion from the UCLA Office of Protection for Human Research Subjects.

- Julie Kwan attended the Annual Research Review of the Center for Software Engineering at
  the University of Southern California on March 18, 2003.

- Heidi Sandstrom attended QRC training on March 7. She also participated in MLA's Task
  Force on Health Information Literacy (TFHIL) teleconferences on March 10 and April 7,
  2003. She was also asked to participate in the April 9 teleconference for a Fall 2003 MLA
  satellite broadcast on health information literacy. She attended a class on Complementary
  and Alternative Medicine resources on April 16 at the UCLA Biomedical Library.

- Kay and Elaine attended Introduction to Arc-GIS training provided by UCLA in preparation
  for training with the National Online Mapping Center projects in the fall.

- Kay attended UCLA SIANME (Scholarship in a New Media Environment) presentation on
  Teleconferencing.

- On April 25, Elaine Graham announced that she will be resigning as PSRML Associate
  Director effective June 1, 2003.